

MULTIMEDIA



UNIVERSITY

STUDENT ID NO

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MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2021 / 2022

DHR5614 – MANAGING HUMAN RESOURCES

(Diploma Students Only)

21 APRIL 2022
9.00 a.m. – 11.00 a.m.
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This question paper consists of 6 pages with 2 sections only.
2. Attempt **ALL** questions.
3. For **Sections A & B**, please write your answers in the answer sheet provided.

SECTION A: Multiple Choice Questions [20 Marks]

1. The employer of Swift Sdn. Bhd. hired an employee without proper background checking and safety measures. Later, the employee used the company's database to get access to customers' information to commit crimes. Such situation can lead the employer of Swift Sdn. Bhd. to be sued for _____.
 - A. inattentive training
 - B. withdrawal
 - C. improper checking
 - D. negligent hiring

2. Siti scored 58 marks on a test conducted on Monday and scored 59 marks when assessed with the same test on Wednesday within the same week. You would most likely conclude that this test is _____ because the scores are _____.
 - A. reliable, consistent
 - B. invalid, inaccurate
 - C. valid, accurate
 - D. unreliable, inconsistent

3. Steve applied for a coastal lifeguard position at the Desaru Beach Resort. During the selection process, he has to lift weights, do pull-ups and skip rope. Which of the following is **MOST** likely being measured by Desaru Beach Resort?
 - A. Intelligence.
 - B. Physical abilities.
 - C. Personality.
 - D. Cognitive skills.

4. Aptitude tests measure the following **EXCEPT** _____.
 - A. memory
 - B. verbal comprehension
 - C. emotional stability
 - D. numerical ability

5. Les' Copaque' Production Sdn. Bhd. is looking for an imaginative, nonconforming, and unconventional animator for the firm's upcoming movie. Which of the following personality traits most likely has the strongest correlation to the job requirements of an animator in Les' Copaque' Production?
 - A. Extraversion.
 - B. Openness to experience.
 - C. Agreeableness.
 - D. Neuroticism.

Continued ...

6. _____ screening helps employers to reduce absenteeism and establish a baseline for future insurance claims by an employee.
- A. Physical exam
 - B. Social-networking
 - C. Graphology
 - D. Reference checking
7. Selection interviews are commonly classified by all of the following factors **EXCEPT** _____.
- A. administration
 - B. length
 - C. content
 - D. structure
8. “Imagine that you have been assigned the task of organising a new product launching ceremony. How would you proceed?” This statement refers to the _____ type of interview.
- A. Behavioural
 - B. Situational
 - C. Puzzle
 - D. Positional
9. Salim is attending an interview for a position as an Auditor in an accounting firm. A team of managers interviewed Salim simultaneously and then combined their ratings into one score. This is an example of a _____ interview.
- A. formal
 - B. common
 - C. panel
 - D. mass
10. Computerised interviews commonly present a series of _____.
- A. scenario-based questions
 - B. narrative questions
 - C. multiple-choice questions
 - D. essay questions
11. During an interview, Sarah said the following to the interviewee with a nod and smile, “You will encounter a lot of pressure in this job. I’m sure you can handle that, can’t you?” This statement best describes _____ during an interview.
- A. impression management
 - B. telegraphing
 - C. talent show
 - D. context error

Continued ...

12. Using the same questions with all candidates being interviewed reduces _____.
A. time
B. bias
C. flexibility
D. reliability
13. _____ interviews are administered to spot sensitive applicants and those with low or high discomfort tolerance.
A. Directive
B. Puzzle
C. Sequential
D. Stress
14. On Rani's first day of work at KPMG Malaysia, she attended a programme with the HR manager and other new employees. Rani learned about employee benefits packages, personnel policies, and the structure of the company. Rani is most likely participating in _____.
A. offshoring
B. candidate screening
C. employee onboarding
D. recruitment
15. Malaysia Airlines uses flight simulators to train pilots about airplane equipment and safety measures. This is an example of _____.
A. vestibule training
B. on-the-job training
C. programmed learning
D. computer-based training
16. The third step in ADDIE training process involves _____.
A. conducting the training
B. evaluating the overall training program
C. defining the training problem
D. assembling and creating the training materials
17. _____ involves setting work standards, assessing the employee's actual performance relative to those standards, and providing feedback to the employee.
A. Organisational development
B. Performance appraisal
C. Off-the-job training
D. Experiential learning

Continued ...

18. Which one of the following does **NOT** conduct the performance appraisal of an employee?
- A. Rating committee members.
 - B. Peers.
 - C. Immediate supervisor.
 - D. Direct competitors of the firm.
19. Marvel Sdn. Bhd. ensures that all managers in the firm set specific measurable goals with each employee and then periodically review the progress made. This is an example of _____.
- A. agility screening
 - B. management by objective
 - C. forced distribution
 - D. mixed standard scales
20. The purpose of an appraisal interview is to _____.
- A. make plans to correct employee weaknesses
 - B. provide rating training for supervisors
 - C. compare the employee's performance to that of other employees
 - D. go through the company's training list

(Total: 20 marks)

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SECTION B: Structured Questions [80 Marks]**QUESTION 1**

- (a) State and explain **FOUR (4)** types of equity that need to be taken into consideration by an employer when developing employees' compensation packages. (8 marks)
 - (b) Give **THREE (3)** examples of direct financial payments. (3 marks)
 - (c) List down **FOUR (4)** examples of compensable factors. (4 marks)
 - (d) Briefly describe **FIVE (5)** non-financial recognition or positive reinforcement methods that managers can use to motivate their subordinates. (5 marks)
 - (e) State the **FOUR (4)** main elements of a company's compensation package for top executives. (4 marks)
- (Total: 24 marks)

QUESTION 2

- (a) Define *benefits*. Give **ONE (1)** example. (4 marks)
 - (b) Briefly explain the following terms:
 - i. pooled paid leave plans (2 marks)
 - ii. severance pay (2 marks)
 - iii. supplemental unemployment benefits (2 marks)
 - (c) State and describe **FIVE (5)** flexible work schedules that employers can use. (10 marks)
 - (d) State and explain the **TWO (2)** common types of cafeteria benefits plan. (4 marks)
- (Total: 24 marks)

QUESTION 3

- (a) List down the **FIVE (5)** critical intercountry differences that influence international human resource practices. (5 marks)
- (b) Briefly describe the *balance sheet approach* used in compensating managers abroad. (3 marks)
- (c) State and explain **THREE (3)** types of incentives used by employers to encourage employees to accept international job assignments. (6 marks)

Continued ...

- (d) Briefly explain any **FIVE (5)** types of family and personal problems that an expatriate may encounter during an international work assignment. (5 marks)
 - (e) Suggest **FIVE (5)** ways managers can take to improve the expatriate's success abroad. (5 marks)
- (Total: 24 marks)

QUESTION 4

- (a) State and explain any **THREE (3)** potential rating problems in performance appraisal. (6 marks)
 - (b) Describe **TWO (2)** reasons for managers to appraise subordinates' performance. (2 marks)
- (Total: 8 marks)

End of Paper